

students per mock up, so that they can observe each other and catch any mistakes that might be made. They tear apart the entire brake system and rebuild it under supervision.

They also learn to use the brake bleeder, wheel bearing packer, wheel balancer, tire changer and how to deal with the newer rack and pinion steering.

In the tune up and electrical room there are three working models that represent full engines: one is a GM, one is a Ford and the other is a Chrysler.

On each model, students are given a problem in the ignition system, on the starter and in charging. They go through the entire electrical system by hooking the car up to a trouble shooting system. This will help tell them immediately what is wrong with the car.

"For the management training program there is the Department Manager Qualification Program (DMQP) which covers all aspects of the automotive service," explains Mr. Ryland. "This includes the paperwork, customer awareness, competition, products we offer, services we offer, and exactly how to go about operating a K car service center."

Materials and equipment are updated, the courses are outlined and the program is generally kept in check by Tom McCampbell at the Royal Oak Training Center.

Glen noted that all instructors and training center managers are cross trained so that if there is an absence, they can all move from one training center to another and pick up, almost to the minute, where the absent instructor left off.

Out in the stores, the service centers are clean and professional thanks to a commitment from the employees to keep the area bright and neat. There are usually three to five employees to run the operation, along with the manager who also gets his fingers in an oil pan now and then.

There are now 215 of the new drive-through bay type service centers, plus 89 free standing centers.

While tires and batteries take up the largest percentage of sales in the service areas, Mr. Ryland notes that with the poor sales of automobiles in recent years, the service field is wide open and there are a myriad of opportunities for expansion in the future.

Satisfied customer praises K care employees for quality work

To K mart 4277 staff, Stockton, CA

Please permit me with the opportunity to express my complete satisfaction with the highly proficient, efficient and professional service and workmanship on my personal vehicles I have received from two of your employees, predominately Mr. Dennis Adams and Mr. Mike Leonis at your Pacific Avenue facility in Stockton, CA. Since I have been receiving automotive servicing from K mart under Mr. Dennis Adams' supervision and jurisdiction, I have received top quality results on both major and minor work on both of my vehicles, and to this date, I have never had to return my vehicles for any reason.

It is a rarity when in this day and age, a customer can receive total satisfaction from auto mechanics. Mr. Adams exemplifies that rare group of efficient professional mechanics whose expertise is exhibited as the highest of quality in workmanship.

Please be advised Mr. Donovan, that Mr. Adams and Mr. Leonis as his assistant, are top caliber mechanics whose automotive service performance warrants this formal acknowledgement and should be commemorated for excelling in the performance of their responsibilities.

Again, Mr. Donovan, Mr. Adams along with Mr. Leonis, have made a highly satisfied customer.

Sincerely,

Enrique L. Lang
Program Supervisor
Stockton-San Joaquin
Employment and Training
Opportunities Department

Editor's note: This letter was originally sent to Mike Donovan, District Manager in the Western Region.



Manager of Service at K mart 3511, Gary Danielson, right, discusses some repairs with Shawn Holtzman.



Raymond Van-Den-Brouck, instructor, left, at the Royal Oak, Michigan Training Center, instructs a class in the electrical "hands on" lab.



Norman Vago, left, instructor at Royal Oak Training Center, demonstrates to his class a repair on a brake caliper.